

SYSTEM AND METHOD FOR INTERACTIVE VOICE RESPONSE ENHANCED OUT-CALLING

ABSTRACT OF THE DISCLOSURE

A system and method for managing telephone calls is disclosed. The method discloses: calling a contact; presenting the contact with a predetermined out-calling dialog; translating the contact's vocal responses to the dialog into textual words using selected interactive voice response algorithms; connecting the contact to a human operator after a predetermined portion of the out-calling dialog with the contact is completed; and providing the operator with the textual words. In one embodiment, the system discloses all means for implementing the method. In another embodiment, the system discloses: a contact database for storing information on the contact; a dialog database containing a predetermined out-calling dialog; a call manager for calling the contact and presenting the contact with the dialog; and an interactive voice response module for translating the contact's vocal responses to the dialog into textual words and storing the words in the contact database which are accessible to the operator.